

**RECERTIFICATION PROTOCOL
FOR
EMERGENCY MEDICAL SERVICES PERSONNEL**

**PERSONAL RECORD
OF
CONTINUING MEDICAL EDUCATION**

**UTAH DEPARTMENT OF HEALTH
DIVISION OF HEALTH SYSTEMS IMPROVEMENT
BUREAU OF EMERGENCY MEDICAL SERVICES**

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RECERTIFICATION GUIDE FOR EMERGENCY MEDICAL SERVICES PERSONNEL

OVERVIEW

This booklet is designed to assist Emergency Medical Services (EMS) Personnel in understanding and completing the re-certification requirements.

EMS Personnel are **individually responsible** for completing and submitting the required recertification material to the Bureau of Emergency Medical Services (Bureau). All recertification materials should be submitted to the Bureau at one time and no later than 30 days prior to the current expiration date. If paperwork is received later or the information is incomplete, the Bureau may not be able to process your recertification before your certification expires. Recertification material is processed in the order it is received. However, EMS personnel may formally work with a recognized EMS agency that may organize, conduct Continuing Medical Education (CME) programs, compile, and submit recertification materials on behalf of the individual. Although each person is **individually responsible** for completing and submitting recertification material, we strongly encourage Training Officers from EMS agencies to submit a letter verifying completion of requirements for recertification. Individuals who are not affiliated with an agency must submit all CME verification to the Bureau. The purpose of Continuing Medical Education (CME) is to:

1. Reinforce the EMS provider understanding of clinical and operational roles and responsibilities.
2. Reinforce skills and knowledge in patient assessment and in all treatment procedures within the scope of the provider.
3. Reinforce skills in the use and maintenance of all equipment required to render emergency medical care at the level of certification.
4. Reinforce opportunities for discussion, skill, practice, and critique of skill performance
5. Reinforce the provider's skills that are not used on a regular basis.

The Bureau may need to adjust recertification periods. If this occurs, the CME requirements will be adjusted for those who are affected. The Bureau will recognize the expiration date on the EMS identification card as the official expiration date. If you change your address or name, you must notify the Bureau, in writing, of your current information. If Bureau records are not updated with current information, you may not receive important information or your new certification card.

All EMS personnel must report to the Bureau of EMS, within 30 days, any arrests, charges, or convictions they incur during their certification.

EMT-BASIC RECERTIFICATION REQUIREMENTS

- (1) The Department may recertify an EMT-B for a four-year period or for a shorter period as modified by the Department to standardize recertification cycles.
- (2) An individual seeking recertification must:
 - (a) Submit the applicable fees and a completed application, including social security number and signature, to the Department;
 - (b) Submit to a background investigation, including an FBI background investigation if the individual has not been a Utah resident for the past consecutive five years; however a Utah resident who has been out-of-state on a religious mission, in the military, or serving as a foreign exchange student for any of the five years, need not submit to the FBI background investigation;
 - (c) Maintain and submit documentation of having completed a course in cardiopulmonary resuscitation within the prior two years, offered by the National Safety Council, the American Red Cross, or the American Heart Association or a course that the applicant can demonstrate to the Department to be equivalent;
 - (d) Successfully complete the Department applicable written and practical recertification examinations, or reexaminations if necessary, within one year prior to expiration of the certification to be renewed;
 - (e) Submit a statement from the applicant's EMS provider organization or a physician, confirming the applicant's results of a TB examination; and
 - (f) Provide documentation of completion of 100 hours of Department-approved continuing medical education distributed throughout the prior four years. (See table 1, below, for the required hours by subject)

Table 1: EMT-B CME

EMT-B	Required Hours	2	Well Being of the EMT
		2	Infection Control
		4	Airway (to include skill 7 in table 2)
		10	Patient Assessment
		4	Communications and Documentation
		8	Pharmacology and Patient Assisted Medications (to include skill 5 from table 2)
		6	Medical Emergencies: Cardiac and Automatic External Defibrillation (AED) (to include skill 8 in table 2)
		7	Medical Emergencies: Including but not limited to respiratory, allergic reactions, environmental abdominal, diabetes, behavioral, poisoning, drugs, and alcohol
		12	Trauma: including but not limited to: bleeding, shock, soft tissue, burns, kinetics, musculoskeletal, head and spine, eyes, face, chest, splinting and bandaging. (to include skills 1, 2, 3, 4 in table 2)
		8	Pediatric patients (to include skill 6 in table 2)
		4	Obstetrics and Gynecology
		4	Operations: including but not limited to: lifting and moving, ambulance operations, extrication, triage
		4	HAZMAT Awareness
	Electives	25	
		100	Total

SPECIFIED SKILLS

The specified skills are those that an EMT must be able to perform at anytime, even though some of the skills may not be routinely performed. These skills are incorporated into the CME hour requirements and are not additional requirements.

Level	Requirement	Skill #	Skill Tasking
EMT-B, EMT-I and EMT-IA.	Each EMT should complete the following skills at least two times throughout their certification. These skills should be proficiently demonstrated to a Utah State certified EMS instructor. Document the accomplishment of the skills. The skills will be accomplished as per the Teaching and Testing Guidelines (TTGs).	Skill 1:	Bandaging of the arm, elbow, shoulder, neck, top of head, cheek, protruding eye, ear, and open chest wound.
		Skill 2:	Splinting using hare traction or sager splint (choice based upon availability of equipment).
		Skill 3:	Splinting of at least one upper and lower extremity.
		Skill 4:	Cervical and spinal immobilization using c-collar, long board, head stabilization equipment (utilize available equipment) and straps.
		Skill 5:	Patient assisted medications: nitroglycerin, pre-loaded epinephrine, inhaler, and glucose.
		Skill 6:	Pediatric immobilization: in a car seat and backboard.
		Skill 7:	Insertion of nasopharyngeal and oropharyngeal airways.
		Skill 8:	Defibrillation of a patient in cardiac arrest using an AED.

EMT-B LAPSED CERTIFICATION

The following is from rule R426-12 and the specific requirements in each of the areas. Please contact the Bureau of Emergency Medical Services concerning lapsed certifications. An EMS person will be considered lapsed if they have not turned in all recertification requirements to the Bureau or completed the recertification requirements by their expiration date.

- (1) An individual whose EMT-B certification has expired for less than one year may, within one year after expiration, complete all recertification requirements and pay a lapsed fee to become certified.
- (2) An individual whose certification has expired for more than one year must take an EMT-B course and reapply as if there were no prior certification.

EMT-INTERMEDIATE RECERTIFICATION REQUIREMENTS:

- (1) The Department may recertify an individual as an EMT-I for a four-year period or for a shorter period as modified by the Department to standardize recertification cycles.
- (2) An individual seeking recertification must:
 - (a) Submit the applicable fees and a completed application, including social security number and signature, to the Department;
 - (b) Submit to a background investigation, including an FBI background investigation if the individual has not been a Utah resident for the past consecutive five years; however a Utah resident who has been out-of-state on a religious mission, in the military, or serving as a foreign exchange student for any of the five years, need not submit to the FBI background investigation;
 - (c) Maintain and submit documentation of having completed a course in cardiopulmonary resuscitation within the prior two years, offered by the National Safety Council, the American Red Cross, or the American Heart Association or a course that the applicant can demonstrate to the Department to be equivalent;
 - (d) Successfully complete the Department applicable written and practical recertification examinations, or reexaminations if necessary, within one year prior to expiration of the certification to be renewed;
 - (e) Submit a statement from the applicant's EMS provider organization or a physician, confirming the applicant's results of a TB examination;
 - (f) Complete the specific recertification requirements for the certification level.
 - (g) Provide documentation of completion of 100 hours of Department-approved continuing medical education distributed throughout the prior four years; and (see Table 2, below, for the required hours by subject)
 - (h) Submit a letter from the off-line medical director recommending the individual for recertification and verifying the individual's demonstrated proficiency in the following EMT-I skills:
 - i. Initiating and terminating intravenous infusion;
 - ii. Completion of pediatric vascular access skills station;
 - iii. Insertion and removal of intraosseous needle;
 - iv. Insertion and removal of endotracheal tube;
 - v. Administration of medications via intramuscular, subcutaneous, and intravenous routes; and
 - vi. EKG rhythm recognition.

Table 2: EMT-I CME

EMT-I	Required Hours	4	Foundations of EMT-Intermediate
		5	Pharmacology
		5	Venous Access & Medication Administration
		8	Airway
		4	Techniques of Physical Examination
		2	Patient Assessment
		4	Clinical Decision Making
		3	Trauma Systems and Mechanism of injury
		4	Hemorrhage & Shock
		3	Burns
		3	Thoracic Trauma
		2	Respiratory
		6	Cardiac
		2	Diabetic
		2	Allergic Reactions
		2	Poisoning
		2	Environmental Emergencies
		2	Gynecology
		2	OB
		4	Neonatal resuscitation
		6	Pediatrics
	Suggested electives, a total of 25 hours		Anatomy & Physiology
			Assessment Based Management
			Behavioral Emergencies
			Communication
			Documentation
			Geriatrics
			HAZMAT
			History Taking
			Mass Causality Incident
			Medical Incident Command
			Neurological Emergencies
			Non-Traumatic Abdominal Emergencies
			Trauma Practical Lab
		100	Total

SPECIFIED SKILLS

The specified skills are those that an EMT must be able to perform at anytime, even though some of the skills may not be routinely performed. These skills are incorporated into the CME hour requirements and are not additional requirements.

Level	Requirement	Skill #	Skill Tasking
EMT-B, EMT-I and EMT-IA.	Each EMT should complete the following skills at least two times throughout their certification. These skills should be proficiently demonstrated to a Utah State certified EMS instructor. Document the accomplishment of the skills. The skills will be accomplished as per the Teaching and Testing Guidelines (TTGs).	Skill 1:	Bandaging of the arm, elbow, shoulder, neck, top of head, cheek, protruding eye, ear, and open chest wound.
		Skill 2:	Splinting using hare traction or sager splint (choice based upon availability of equipment).
		Skill 3:	Splinting of at least one upper and lower extremity.
		Skill 4:	Cervical and spinal immobilization using c-collar, long board, head stabilization equipment (utilize available equipment) and straps.
		Skill 5:	Patient assisted medications: nitroglycerin, pre-loaded epinephrine, inhaler, and glucose.
		Skill 6:	Pediatric immobilization: in a car seat and backboard.
		Skill 7:	Insertion of nasopharyngeal and oropharyngeal airways.
		Skill 8:	Defibrillation of a patient in cardiac arrest using an AED.

EMT-I LAPSED CERTIFICATION

The following is from rule R426-12 and the specific requirements in each of the areas. Please contact the Bureau of Emergency Medical Services concerning lapsed certifications. An EMS person will be considered lapsed if they have not turned in all recertification requirements to the Bureau or completed the recertification requirements by their expiration date.

- (1) An individual whose EMT-I certification has expired for less than one year, may, within one year after expiration, complete all recertification requirements and pay a lapsed fee to become certified.
- (2) An individual whose certification has expired for more than one year must take the EMT-B and EMT-I courses and reapply as if there were no prior certification.

PARAMEDIC RECERTIFICATION REQUIREMENTS

- (1) The Department may recertify a paramedic for a four-year period or for a shorter period as modified by the Department to standardize recertification cycles.
- (2) An individual seeking recertification must:
 - (a) Submit the applicable fees and a completed application, including social security number and signature, to the Department;
 - (b) Submit to a background investigation, including an FBI background investigation if the individual has not been a Utah resident for the past consecutive five years; however a Utah resident who has been out-of-state on a religious mission, in the military, or serving as a foreign exchange student for any of the five years need not submit to the FBI background investigation;
 - (c) Successfully complete the applicable Department recertification examinations, or reexaminations if necessary, within one year prior to expiration of the certification to be renewed;
 - (d) Submit a statement from the applicant's EMS provider organization or a physician, confirming the applicant's results of a TB examination;
 - (e) Complete the specific recertification requirements for the certification level;
 - (f) Provide documentation of completion of 100 hours of Department-approved continuing medical education distributed throughout the prior four years; (See table 4, below, for the required hours by subject).
 - (g) Maintain and submit verification of current department-approved course completion in Adult and Pediatric Advanced Cardiac Life Support; and
 - (h) Submit an evaluation of clinical competency and a recommendation for recertification from an off-line medical director.

Table 4: Paramedic CME

Paramedic	Required Hours	2	EMS System Roles and Responsibilities
		2	Well-being of the Paramedic
		1	Pathophysiology
		1	Medical legal
		1	Pharmacology
		1	Venous access and medication administration
		5	Airway management and ventilation
		3	Patient assessment
		1	Communication
		1	Documentation
		1	Trauma Systems and Mechanism of injury
		2	Hemorrhage & shock
		3	Burns
		3	Head and facial
		1	Spinal trauma
		2	Thoracic trauma
		2	Abdominal trauma
		1	Pulmonary
		9	Cardiology
		4	Neurology
		3	Endocrinology
		1	Allergies and anaphylaxis
		4	Gastroenterology
		2	Toxicology
		4	Environmental
		3	Infectious and communicable diseases
		1	Behavioral/psychiatric disorders
		2	Obstetrics & gynecology
		3	Neonatology
		5	Pediatrics
		2	Geriatrics
		1	Assessment based management
		2	Medical incident command
		1	Hazardous materials incidents
	Suggested electives, a total of 20 hours		Ethics
			Illness & injury prevention
			Therapeutic communications
			Life span development
			Clinical decision making
			Soft tissue trauma
			Renal/urology
			Hematology
			Abuse & assault
			Patients with special challenges
			Acute intervention for chronic care patients
			Ambulance operations
			Rescue awareness and operations
			Crime scene awareness
		100	Total

PARAMEDIC LAPSED CERTIFICATION

The following is from rule R426-12 and the specific requirements in each of the areas. Please contact the Bureau of Emergency Medical Services concerning lapsed certifications. An EMS person will be considered lapsed if they have not turned in all recertification requirements to the Bureau or completed the recertification requirements by their expiration date.

An individual whose paramedic certification has expired and who wishes to become certified as a paramedic may:

- (1) Submit a completed application, including social security number and signature to the department;
- (2) Submit to a background investigation, including an FBI background investigation if not a Utah resident for the past consecutive five years; however a Utah resident who has been out-of-state on a religious mission, in the military, or serving as a foreign exchange student for any of the five years need not submit to the FBI background investigation;
- (3) Submit to the Department evidence of having completed 100 hours of Department-approved continuing medical education within the prior four years.
- (4) Submit a statement from a physician, confirming the applicant's results of a TB examination;
- (5) Submit verification of current completion of a department-approved course in adult and pediatric advanced life support;
- (6) Submit a letter of recommendation including results of an oral examination, from a certified off-line medical director, verifying proficiency in paramedic skills;
- (7) Successfully complete the applicable Department written and practical examinations.
- (8) Pay all applicable fees.

EMD RECERTIFICATION REQUIREMENTS

- (1) The Department may recertify an EMD for a four-year period or for a shorter period as modified by the Department to standardize recertification cycles.
- (2) An individual seeking recertification must:
 - (a) Submit the applicable fees and a completed application, including social security number and signature, to the Department;
 - (b) Submit to a background investigation, including an FBI background investigation if the individual has not been a Utah resident for the past consecutive five years; however a Utah resident who has been out-of-state on a religious mission, in the military, or serving as a foreign exchange student for any of the five years need not submit to the FBI background investigation;
 - (c) Maintain and submit documentation of having completed an appropriate course in cardiopulmonary resuscitation offered by the National Safety Council, the American Red Cross, or the American Heart Association or a course that the applicant can demonstrate to the Department to be equivalent;
 - (d) Provide documentation of completion of 48 hours of Department-approved continuing medical education distributed throughout the previous four years; and (See table 5, below, for the required hours by subject).
 - (e) Successfully complete the Department EMD written recertification examination, or reexamination if necessary, within one year prior to expiration of the certification to be renewed

Table 5: EMD CME

EMD	Required Hours	5	Roles & Responsibilities
		7	Obtaining information from callers
		4	Resource allocation
		2	Providing emergency care instruction
		5	Legal and liability issues
		5	CISM
		5	Basic emergency medical concepts
		7	Chief complaint types
	Electives	8	

EMD LAPSED CERTIFICATION

The following is from rule R426-12 and the specific requirements in each of the areas. Please contact the Bureau of Emergency Medical Services concerning lapsed certifications. An EMS person will be considered lapsed if they have not turned in all recertification requirements to the Bureau or completed the recertification requirements by their expiration date.

- (1) An individual whose EMD certification has expired for less than one year may complete all recertification requirements and pay a lapsed fee to become recertified.
- (2) An individual whose certification has expired for more than one year must take an EMD course and reapply as if there were no prior certification.

EMS INSTRUCTOR RECERTIFICATION REQUIREMENTS

- (1) The Department may recertify an EMS Instructor for a two-year period or for a shorter period as modified by the department to standardize recertification cycles.
- (2) An individual seeking recertification must:
 - (a) Maintain current EMS certification;
 - (b) Attend the required department-approved recertification training, once every two years;
 - (c) Submit verification of 30 hours of EMS teaching experience in the prior two years;
 - (d) Submit verification he/she is currently recognized as a CPR instructor by the National Safety Council, the American Red Cross, or the American Heart Association;
- (3) Submit a completed application and pay all applicable fees;
- (4) Successfully complete any Department-required examination; and

Submit biennially a completed and signed "EMS Instructor Contract" to the department agreeing to abide by the standards and procedures in the current EMS Instructor Manual.

EMS INSTRUCTOR LAPSED CERTIFICATION

- (1) An EMS instructor whose instructor certification has expired for less than two years may again become certified by completing the recertification requirements
- (2) An EMS instructor whose instructor certification has expired for more than two years must complete all initial instructor certification requirements and reapply as if there were no prior certification.

COURSE COORDINATOR RECERTIFICATION REQUIREMENTS

- (1) The Department may recertify a course coordinator for a one-year period or for a shorter period as modified by the Department to standardize recertification cycles.
- (2) An individual seeking recertification must:
 - (a) Maintain current EMS instructor certification;
 - (b) Coordinate or co-coordinate at least one department-approved course every two years;
 - (c) Attend a course coordinator seminar every year;
 - (d) Submit an application and pay all applicable fees;
 - (e) Successfully complete all examination requirements; and
 - (f) Sign and submit annually a Course Coordinator Contract to the Department agreeing to abide to the policies and procedures in the then current Course Coordinator Manual.

COURSE COORDINATOR LAPSED CERTIFICATION

A course coordinator whose course coordinator certification has expired must complete all initial course coordinator certification requirements and reapply as if there were no prior certification.

TRAINING OFFICER RECERTIFICATION REQUIREMENTS

- (1) The Department may recertify a training officer for a one-year period or for a shorter period as modified by the department to standardize recertification cycles.
- 2) A training officer who wishes to recertify as a training officer must
 - (a) Attend a training officer seminar every year;
 - (b) Maintain current EMS instructor certification;
 - (c) Submit an application and pay all applicable fees;
 - (d) Successfully complete all examination requirements; and
 - (f) Submit annually a completed and signed Training Officer "Letter of Commitment" to the department agreeing to abide to the standards and procedures in the then current training officer manual.

TRAINING OFFICER LAPSED CERTIFICATION

A training officer whose training officer certification has expired must complete all initial training officer certification requirements and reapply as if there were no prior certification.

OBTAINING CME HOURS

The completion of the CME hours may be accomplished via several different means. The limit of the number of CME hours that can be obtained by certain methods is identified in table 7.

TABLE 7: Means of obtaining CME hours

Level	Type	Notes	Specifics
EMT-B, EMT-I, EMT-IA, Paramedic	Group training	The maximum number of hours is indicated in each of the areas. The instructors of these training sessions do not have to be EMS instructors, but do have to be qualified experts in the field of instruction.	a. Workshops and seminars related to the required skills and knowledge of an EMT and approved for CME credit by the Bureau or the Continuing Education Coordinating Board for EMS (CECBEMS).
			b. Local medical training meetings.
			c. Medical training meetings where a guest speaker presents material related to emergency medical care.
			d. Demonstration or practice sessions.
			e. Community emergency exercise and disaster drills. CME hours will only be provided for the time actually involved in the exercise (i.e. If exercise lasts for eight hours and you are only involved for four hours, you will only be allowed four hours). No more than 10 hours will be allowed during recertification period.
			f. Audiovisuals (films, videotapes) which illustrate and review proper emergency care procedures (must be viewed in presence of training officer) no more than 10 hours.
			g. Specific college courses may be utilized only with the approval of the Bureau (no more than 10 hours). Classes such as biology, chemistry, anatomy and physiology don't require the Bureau's approval, but all other classes require Bureau approval.
			h. CPR training (no more than 16 hours in CPR in the four year period).
	Teaching classes:	No more than 15 hours of CME will be credited for teaching classes during any certification period.	a. Teaching general public (schools, scouts, clubs, or church groups) any topic within the scope of the Basic EMT.
			b. Teaching or coordinating EMS courses approved by the Bureau or teaching local EMS CME classes.
	Use of Audio-Visuals	No more than 10 hours of CME can be obtained using audiovisual only.	a. Audiovisuals (films, videotapes, etc) which illustrate and review proper emergency care procedures can be used.
	Computer use:	No more than a total of 25 hours of CME can be obtained via this mode.	a. Utilizing computers, internet, software, or the like, which illustrate, practice, provide interactive use, or demonstrate proper emergency care procedures can be used. These programs only can be utilized if approved by the Continuing Education Coordinating Board of Emergency Medical Services (CECBEMS) or the Bureau.
	Journals	No more than a total of 5 hours of CME can be obtained via this mode.	a. Completing tests from various journals or publications, which are related to the EMT scope of practice

Table 7: Means of obtaining CME hours (cont.)

EMD	Group Training	The maximum number of hours is indicated in each of the areas. The instructors of these training sessions do not have to be EMS instructors, but do have to be qualified experts in the field of instruction.	a.	Workshops and seminars related to the required knowledge and skills of an EMD and approved for CME credit by the Bureau or the Continuing Education Coordinating Board for EMS (CECBEMS).
			b.	Local medical training meetings.
			c.	Medical training meetings where a guest speaker presents material related to emergency medical care as related to the dispatcher.
			d.	Demonstration or practice sessions.
			e.	Community emergency exercise and disaster drills. CME hours will only be provided for the time actually involved in the exercise (i.e. If exercise lasts for eight hours and you are only involved for four hours, you will only be allowed four hours. No more than 8 hours will be allowed during recertification period).
			f.	Audiovisuals (films, videotapes) which illustrate and review proper emergency care procedures [must be viewed in presence of training officer (no more than 8 hours)].
			g.	Specific college courses may be utilized only with the approval of the Bureau (no more than 8 hours).
			h.	CPR training (no more than 8 hours in CPR in the four year period).
	Teaching Classes	No more than 8 hours can be obtained via this mode	a.	Teaching general public (schools, scouts, clubs, or church groups) any topic within the scope of the dispatcher.
			b.	Teaching or coordinating EMS courses approved by the Bureau or teaching local EMS CME classes.
	scenarios	No more than 16 hours can be obtained via this mode		Practical training and role-playing.
	Ride-along	No more than 6 hours can be obtained via this mode		Riding with paramedic or ambulance units to understand the EMS system as a whole
	Computer Use	No more than 12 hours can be obtained via this mode		Utilizing computers, internet, software, or the like, which illustrate, practice, provide interactive use, or demonstrate proper emergency care procedures can be used, These programs only can be utilized if approved by the Continuing Education Coordinating Board of Emergency Medical Services (CECBEMS) or the Bureau.

TESTING

(updated Mar 2004)

The recertification written and practical examinations are designed to determine if an individual has maintained the minimum knowledge and skills required of an EMS provider. The knowledge and skill requirements are the same as those outlined in the appropriate National Standard Curriculum. The curriculum for the various levels are:

EMT-B	1994 DOT EMT-B National Standard Curriculum
EMT-I	1999 DOT EMT-I National Standard Curriculum with Utah EMS revision
Paramedic	1998 DOT Paramedic National Standard Curriculum
EMD	1999 DOT National Standard Curriculum with Utah EMS revision

The above curriculum may be purchased at the Bureau or downloaded from the Internet at: www.nhtsa.dot.gov/people/injury/ems

All recertification requirements must be completed before the completed tests are 12 months old or the EMS provider must test again.

The EMS provider should contact the Bureau to make arrangements to take the written computer test (538-6435, option 1 or 1-800-284-1131). The practical test can be taken at a state test site or at an "approved agency" test site. The individual EMS provider is responsible for making arrangements to test.

A maximum of two attempts to pass each test is allowed without additional requirements. The EMS provider must request the second test and pay all applicable fees prior to scheduling. All retests must be completed before the EMS provider expiration date or the provider will be considered lapsed. EMS providers who fail both attempts at either test, may be required to complete an entire training course to be eligible for further testing. In the event a recertifying EMS provider fails their recertification written or practical test for the second time, they should immediately contact the Bureau of EMS for further direction.

Contact the Bureau regarding testing dates, locations, costs, or additional information.